



NEW YORK

FCC COMPLAINT LOG

2008

Complaint Tracking for NY (06/01/2007-05/31/2008). Total Customer Contacts: 162

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/31/08	I want to make a complaint about this agent. She hung up on me purpose. I tried to get her attention and she did not respond. She did not follow my customer notes which say to verify the number before dialing it. Thanked customer for calling and informed him this would be reviewed and looked into further. Customer was satisfied.	05/31/08	Spoke with the operator and reinforced the need to make sure to check notes before outdialing. Technical problems caused the screen to freeze causing operator to lose the call. Reminded operator to complete a Trouble Ticket or contact supervisor to assist during technical issues.
2	05/28/08	New York Voice caller complains when speaking to the Voice Carry Over user the relay agent remarked "Who the cares?" cursing. Customer comments they've used the service for years and it's a wonderful service but felt this needs to be reported. Apologized, explaining agents are trained to be courteous and treat callers respectfully, not interceding in conversation. Let him know I would be sure to inform the agent's supervisor. No contact wanted.	05/28/08	Had a discussion with the operator and the appropriate steps were taken so this type of situation will not happen again.
3	05/19/08	Voice Carry Over customer called into relay. The calling to number was provided and according to the Voice Carry Over customer the agent placed the call without verifying the calling to number with the Voice Carry Over customer first per customer note. Voice Carry Over pointed it out and then the agent stated that she would not place the call for him and used profanity toward him. Voice Carry Over user stated that he has never had an agent used profanity until this one. Apologized to the customer and assured the customer that this will be forwarded to the Operator direct supervisor. No follow up requested.	05/19/08	Was finally able to connect with customer and spoke at length with Voice Carry Over user. The Communication Assistant number provided was not a valid number for this center. Customer unable to provide another Communication Assistant number so unfortunately, no disciplinary action can be taken. Customer aware of this.

4	05/08/08	<p>New York Voice Carry Over customer is experiencing garbling while at work. Customers place of employment has Voice over Internet Protocol (VoIP) for phone service. Garbling clears up when customer turns off turbo code, but the customer would like his conversations faster than 60 WPM. This customer emailed the Relay Program Manager, who then emailed me. I have turned in a Trouble Ticket. Customer would like follow up, and is questioning when this is going to be repaired.</p>	05/08/08	<p>Technician has done test calls with customer and has gathered log data for further investigation. Turbo Code does not work with VoIP. The customer will need to disable TC on his Voice Carry Over unit or request that his company put in a dedicated phone line for his Voice Carry Over line. Customer informed via e mail as per his request.</p>
5	05/02/08	<p>New York Voice Carry Over concerned the branding is not working for her friends numbers which she requested be branded yesterday. She worries people can't reach her on 711, and worries about emergencies. Apologized, explained branding take 3 days, suggested she also give her callers the toll free number which works from anywhere and explained 711 is configured by each local telephone company. Let her know there are other variables which can affect this. Customer intends to contact Program Manager.</p>	05/02/08	<p>New York Relay Program Manager worked with the Auxiliary Relay Service (ARS) to troubleshoot this issue. The friends who were calling this customer were using RCN Cable and it appeared RCN was not configured to work with 711. ARS communicated this information to the appropriate personnel at RCN and advised them of the problem with 7-1-1 access. The problem has been fixed. ARS had the customer do a test call and it was successful. Closed.</p>
6	04/23/08	<p>Customer dialed 711 for the New York Relay Services. The Voice Carry Over branding was not populating to the operator. Apologized. Trouble Ticket was opened. Follow up requested.</p>	04/23/08	<p>New York program manager called customer. Voice Carry Over branding is working.</p>

7	04/23/08	Voice Carry Over customer states the turbo code feature was not working through the New York Relay. Apologized. Trouble ticket was opened. Follow up requested.	04/23/08	Relay Program Manager e mailed customer to see if he is still having issues as the technician has not heard back from him. This has been escalated and test calls are taking place. Technician was unable to reach customer, closed.
8	04/16/08	New York Voice Carry Over customer is not able to make her International telephone calls through relay. However hearing people are able to make the call from the customer's phone without relay. Customer Service apologized to the customer and turned in Trouble Ticket. Customer would like follow up from the Program Manager.	04/16/08	Relay Program Manager is working with Cablevision to set up a billing agreement. Customer is aware. Customer may call in and change her Carrier of Choice to one that is already in the Carrier of Choice list. Relay Program Manager sent a letter to Cablevision.
9	04/14/08	Disconnect/Reconnect during calls	04/14/08	Sent information to customer explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

10	04/10/08	Billing - General	04/10/08	Suggested customer advise her long distance callers to register their long-distance carrier to avoid getting a carrier message telling them to register.
11	04/02/08	Did not verify 2nd number dialed. Customer gave wrong number the first time which she verified but when he gave her the correct number to dial, she didn't verify it.	04/02/08	Team Leader spoke with operator. The operator explained that she assumed since he had given her the wrong number the first time, once he corrected it she didn't have to re-verify. Operator was told to ALWAYS verify every number if it is in the notes.
12	04/02/08	Customer stated she was unhappy with the operator's typing speed and stated the operator was typing "so slow that it was like she had to look up how to spell the words". Apologized to the customer and informed her the customer contact would be forwarded to the operator's supervisor for immediate follow up. Customer satisfied and does not want a call back.	04/07/08	Complaint was forwarded to Team Leader who spoke with this agent about spelling and typing skill. Agent stated that customer spoke very fast and she had to pace her frequently to type verbatim. She also felt that her spelling was very accurate, however there could have been some garbling on the other person's machine. Agent followed procedure. Non agent error.

13	04/01/08	Dialed number - did not verify it first - did not read customer notes.	04/01/08	Team Leader met with Communication Assistant and reminded her to read and follow all customer notes. If she is having trouble with the call, to call the supervisor to assist her. E mailed customer.
14	03/31/08	Asked operator to dial and verify number before dialing. Operator did not honor this and dialed wrong number. Line disconnected - not sure if it was system or operator.	03/31/08	Agent does not remember this call but knows proper call procedure and knows to follow customer notes. Follow-up sent via email.
15	03/31/08	Agent typed (Thank you for using Relay) SKSK - indicating that was what was said to the outbound voice person. The Voice Carry Over user found it very confusing when agent typed SKSK.	03/31/08	Team Leader spoke with agent and told them to only type SKSK AFTER the inbound has typed SK.

16	03/25/08	Voice Carry Over customer was concerned that agent did not follow customer instructions and did not verify number to dial after number correction was made. Customer asked agent why they were not doing their job properly.	03/25/08	Agent does not remember this call, but knows proper call procedures and to follow all customer notes. Follow-up sent via email.
17	03/20/08	Did not verify number before out dialing.	03/20/08	Team Leader spoke with Communication Assistant and reminded them to always pay close attention to the customer notes.
18	03/19/08	New York Voice Carry Over customer trying to make an outbound International call, but is getting a busy signal. She is able to call without Relay, but she cannot hear what her brother is saying. Customer Service apologized to the Customer, and turned in Trouble Ticket. Customer would like a follow up from the Program Manager.	03/19/08	New York Relay Program Manager has communicated with customer. There is no Carrier of Choice agreement with Cablevision. Relay Program Manager sent a Carrier of Choice letter to a contact person at Cablevision. We are now waiting for Cablevision to respond. Customer is aware, and may change her Carrier of Choice so she is able to make International relay calls.
19	03/18/08	Accuracy of captions	03/18/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized and thanked customer for the feedback and informed them that this information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up.

20	03/17/08	Billing - General	03/17/08	Assisted CapTel user with registering their phone number with their preferred long distance provider due to their getting a relay default carrier bill. Explained that CapTel does not actually bill long distance charges, that is done through their phone company or the state's default provider.
21	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
22	03/13/08	Captions Lag too far behind voice	03/13/08	Customer shared feedback regarding the delay in text after the spoken word. Customer Service Representative apologized and thanked customer for the feedback. Educated consumer on how captions are generated using voice recognition and that it is normal to experience 4-5 seconds of delay as the transcription translates the spoken word. Suggested customer document the date, time, Communication Assistant number of any calls customer notes are beyond the norm. Customer agrees the transcription speed is well above the FCC requirements of 60 words per minute.

23	03/10/08	Voice Carry Over customer stated that agent did not verify number given to dial before out-dialing as stated in customer notes. Apologized to the customer. No follow up necessary.	03/10/08	Agent was coached on the importance of following the customer's notes.
24	03/07/08	Disconnect/Reconnect during calls	03/07/08	Sent customer email with instructions to perform physical and electronic resets of CapTel phone. Also explained why disconnect/reconnect may be happening and gave tips to reduce the occurrence. Disconnect/reconnect has improved since information was given to customer. Customer satisfied.
25	03/06/08	Agent didn't verify and confirm number per customer notes before dialing out. Customer would like follow up by email.	03/06/08	Agent does not remember this call but knows to always follow customer instructions and customer notes. Follow-up to customer via email provided.
26	03/05/08	Customer did not get any reply from operator so he hung up. Customer redialed relay and ended up with the same operator. Same thing happened, no reply. Customer states he felt ignored. Apologized to customer and informed him the situation would be reviewed with the operator. Customer satisfied and does not want a call back.	03/05/08	Had a discussion with the operator and the only thing she remembered was a TTY caller who gave a number to dial and then the customer hung up.

27	03/03/08	Billing - General	03/03/08	Explained importance of registering long distance carrier and offered to set up carrier of choice.
28	03/01/08	Voice Carry Over customer tried to call the customer service number through relay. Reached a busy signal. Operator tried redialing several times but it was still busy. Voice Carry Over caller said that normally there should be a recording saying "please hold for the next available person." Also said that he was encountering this situation for a while now. Apologized for the inconvenience. Gave the customer the email addresses for customer service and for the New York Relay Program Manager. No follow up requested.	03/01/08	Technician is not aware of what may have caused this. There are no other reports from other callers. Need customer's phone number to research further.
29	02/29/08	Operator did not verify calling to number which the notes say to do. Voice Carry Over customer asked operator why operator did not follow instructions and operator typed "Operator does not have that information". Customer asked where he would get that information and the customer said the line then disconnected.	02/29/08	Agent does not remember this call but knows to follow customer directions and notes at all times. Follow up provided via email.

30	02/27/08	New York Voice caller complains he got terrible loud noise when using 711 to call a friend, which persisted for about 20 minutes. Apologized, offered to brand and note the callers number as voice, but caller refused and did not wish to provide any supporting information for a Trouble Ticket. Provided dedicated Voice user's number for New York Relay. Let customer know to call back if they wanted these options. Customer does not want contact.	02/27/08	No further follow up possible, Customer Service addressed issues appropriately.
31	02/25/08	Voice Carry Over user from New York said that operator did not verify number per customer notes and then he told her she didn't do her job properly and she sent the number you are calling to please macro and he said again that she did not do her job properly and he said she then hung up on him. No follow up requested.	02/25/08	This agent was coached on the importance of following the customer's instructions in the customer's notes. Agent denied disconnecting the customer.
32	02/21/08	New York Voice Carry Over customer says after his phone call he gave number to agent for a second phone call and agent kept sending the macro for "number you are calling". Agent should have told Voice Carry Over customer if she could not understand him because he kept saying the phone number each time the macro was sent. Thanked customer for informing us and said we would check with agent. No follow up requested.	02/21/08	Agent does not remember this call, however she understands the importance of keeping the customer informed at all times. No follow up was requested.

33	02/20/08	Disconnect/Reconnect during calls	02/20/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
34	02/19/08	Customer notes say to verify number before dialing and typing the name of the company on a recording before getting a live person. Customer states that operator did neither and then after he said to get a supervisor the line disconnected. Was not sure if this was a technical problem or if operator hung up on him.	02/19/08	Communication Assistant will follow customer notes and will pause to get correct number. No follow up requested.
35	02/17/08	Customer instructions specify that the agent verify all phone numbers before dialing. Operator dialed number without verification and reached a wrong number. The customer was very upset. No follow up requested.	02/17/08	Agent coached on the importance of following customer instructions.

36	02/15/08	Accuracy of captions	02/15/08	Customer shared specific examples of accuracy of captions during two different captioned calls. Customer Service Representative thanked customer for the feedback and informed them that information was shared with center management for follow up with the specific Communication Assistants involved. Center personnel met with Communication Assistants involved regarding ways to improve captioning accuracy.
37	02/13/08	Customer states she is very frustrated because when she asked for answering machine retrieval the agent hung up on her. Apologized to customer and informed her that the issue will be forwarded to the agent's supervisor for immediate follow up. Customer is satisfied and does not request follow up call.	02/13/08	Spoke with agent. Agent remembers the call because the line disconnected while she was typing the answering machine message. Reviewed AMR procedures and consequences of purposely disconnecting customers. Agent understands.
38	02/13/08	Accuracy of captions	02/13/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Advised customer to document the date, time, Communication Assistant number for more specific follow up.

39	02/04/08	Accuracy of captions	02/04/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer will report specific call (time, date, Communication Assistant number) in the future for investigation.
40	02/03/08	Voice Carry Over customer gave the operator a number to dial from his frequently dialed list. Operator did not verify the number to dial. Customer notes says to verify all numbers, including frequently dialed numbers. Apologized to the customer and said that the operator's supervisor will speak to the operator. Customer would like follow up via email.	02/03/08	Supervisor spoke with the agent about this call. The agent understands the importance of following all customer notes and instructions. If there is a technical issue, the agent will get a supervisor in the future. Follow up email sent.
41	01/29/08	Caller said operator made rude comments about his mother. Follow-up not required with caller.	01/29/08	A discussion with the operator was conducted. Appropriate action was taken to ensure a situation of this nature does not occur in the future.
42	01/27/08	Didn't inform customer of operator changeover. No follow up required.	01/27/08	Operator recalled a technical issue with this customer. Her computer had powered off and she had summoned a supervisor for assistance, was unable to type anything to the customer.

43	01/27/08	Hearing Carry Over user could not hear Hearing Carry Over operator. Profile says "microphone at max throughout the call." Customer was told by Customer Service to report operator number. Could be operator error or technical issue.	01/27/08	Operator states the microphone was at the maximum, per the customer notes. Supervisor was notified to observe and there did not seem to be any technical issues.
44	01/24/08	Relay Program Manager in New York called in the request for a Trouble Ticket to be opened for this customer. The customer is having terrible garbling on her phone. Relay Program Manager sent out an ambassador to check her phone and it was working fine. She would like a technician to call her tomorrow to test the calls. Relay Customer Service response: Apologized for the problem and assured that the Trouble Ticket would be sent in right away. Call Back requested. Trouble Ticket entered.	04/25/08	New York Relay Ambassador made another home visit. Testing was done with Sprint technician and calls were successful except when calling program manager's answering machine which was too fast. Speed was reduced to 40 wpm for customer and she is now branded at 40 wpm. Customer still has an overload on phone lines and customer was advised again that local telephone technician should evaluate if phone lines could handle multiple functions (fax, answering machine, Voice Carry Over phone). Lines do seem overloaded.
45	01/22/08	Accuracy of captions	01/22/08	Customer shared feedback regarding accuracy of captions. Customer provided dates and times of poor calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up with Communication Assistant and Communication Assistant's supervisor. Suggested to continue to document the date, time, Communication Assistant number for future follow up, if desired.
46	01/21/08	Voice Carry Over user with 2 complaints: (1) Communication Assistant transferred to customer service without permission. (2) Did not verify number before dialing out.	01/21/08	Communication Assistant did attempt to verify the number. Team Leader coached on proper process. An e-mail was sent to customer from Team Leader.

47	01/19/08	Operator did not do job correctly. In customer notes it specifies to verify all numbers. Operator did not do this and when Voice Carry Over user asked why not operator typed "One Moment Please". Proceeded to transfer him to customer service.	01/19/08	Spoke to this agent regarding this call. Agent does remember having trouble with the Frequently-Dialed list for this particular call. Went over call procedure for this particular customer's request. This should not be a problem going forward.
48	01/18/08	Customer being billed by Sprint when the carrier of choice had been entered in Customer Database effective 7-07. (apologized for problem, advised Trouble Ticket and complaint would be entered. Customer requests contact ASAP.)	04/25/08	Relay Program Manager called, unable to reach customer. Left a message on answering machine requesting customer contact customer service if problem comes up again.
49	01/17/08	Accuracy of captions	01/17/08	Customer shared general feedback regarding the accuracy of captions. Customer service suggested customer consider documenting the date, time, Communication Assistant number and example of captions for more specific follow up. Advised customer we can address captioning quality with a specific Communication Assistant. At this time, we have shared the general feedback with the Call Center management.
50	01/14/08	Operator did not confirm number to dial before dialing out.	01/14/08	Apologized to customer and coached operator to read over customer notes a little more carefully.

51	01/11/08	After the call, TTY customer reported that agent did not follow the customer notes. His note states to verify the number before dialing out however this agent did not verify and s/he just dialed out. TTY then said to hang up but he got disconnected. He thinks that the agent hung up on him instead of the person he called . Apologized for the convenience and assured this will be forwarded to appropriate personnel. Wants a follow up via email.	01/11/08	Spoke to the agent regarding following customer notes. The supervisor reviewed the importance of following customer instructions. The agent understands and is aware of the necessity to review customer notes before placing calls. Follow-up e-mail sent.
52	01/11/08	PCS Manager assisting deaf customer complains of repeatedly working to correct customer billing issue for data plan, codes don't work and he wants it fixed. Apologized, provided website and TTY number for data plan. Gave customer Program Manager contact information, took customer and PCS Manager contact information and let customer know I would make his concerns known. Customer wants contact.	04/01/08	Relay Program Manager met with manager at Sprint PCS store. They now have the correct contact information and e mails for appropriate sales manager. Resolved.
53	01/10/08	Voice caller was using a cell phone and had to speak loudly to accommodate cell phone static. Operator typed to TTY user that voice person was rude and getting irate. Operator stated to voice person " I have to let caller know everything that is going on with the conversation." Apologized to the customer and informed her the situation would be followed up on with the operator's supervisor. Customer satisfied.	01/10/08	Operator stated that she called over a supervisor after the outbound hung up and the voice user started yelling at the operator. Operator had requested the spelling of an unfamiliar word and informed outbound of exactly what was going on with the call. Outbound told voice person that she would just hang up. Operator did not disconnect the call. Operator was patient and professional throughout the call. There was a lot of static on the line and it was interfering with the unrecognizable word the operator had requested be spelled.

54	01/10/08	Voice Carry Over user stated that operator did not follow instructions listed on the customer notes. Communication Assistant did originally verify the number which was incorrect and the Voice Carry Over repeated the number. Communication Assistant then placed the call. Apologized for the inconvenience. No follow up necessary.	01/10/08	Coached agent on proper procedure.
55	01/10/08	Accuracy of captions	01/11/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative advised customer how captions are generated using voice recognition, and how one can ask the speaker to slow their spoken words if captions go too fast to read. Customer agreed to document the date, time, Communication Assistant number of any future calls that are less than satisfactory, for more specific follow up with call center personnel and thanked Customer Service for CapTel's outstanding service.
56	01/09/08	Disconnect/Reconnect during calls	01/09/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. This resolved the customer's issue.

57	01/08/08	Voice Carry Over gave number to dial and in his customer notes it states to verify all numbers before dialing out. Operator did not do this!	01/08/08	Spoke to the agent regarding this complaint. Reminded the agent the importance of reading customer notes and following those instructions. The agent understands. The agent will get a supervisor in the future if she has any issues. No follow up requested.
58	01/05/08	Switched phone company to Cablevision. Customer is able to use TTY on phone line just fine. Customer's brother is able to use voice on the phone line just fine. Problem occurs when customer attempts to use Voice Carry Over through relay. The person on the other end cannot hear the customer. Customer contacted Cablevision to report the problem and was notified by a supervisor that Cablevision does not support TTYs (customer reported problem to Sprint Customer Service via TTY on Cablevision).	01/05/08	Technician spoke with the supervisor of technical support at the TTY business. He said they have run into this situation many times with other Cable providers and on a case by case basis the providers were able to fix the cause of severe garbling. In this case the technician thinks the customer needs to contact Cablevision and refer them to the TTY company technical support personnel for assistance. Technician left message for customer with this information.
59	01/04/08	TTY customer received garbled message via New York Relay. Operator also received garbled message from customer who reports the problem is defective relay equipment. Customer could not complete important call due to garbled messages. Customer requests contact via email ASAP.	01/09/08	The technician repaired faulty equipment at the agent position. Relay Program Manager e mailed the customer with resolution.

60	12/31/07	Voice Carry Over customer stated that agent dialed out the number provided without verifying the number back to the Voice Carry Over customer as per instructions in the customer's notes. Apologized for the inconvenience and assured the Voice Carry Over user that the agent will be coached. No follow up necessary.	12/31/07	Agent was coached on the importance of reading the customer's notes and following those instructions.
61	12/30/07	Tries to call an international number and recording comes on saying something like "Call not valid from this number." No outdial restriction in profile. Referred customer to LD company in case source of problem was not relay.	12/30/07	Trouble Ticket was opened by Customer Service Representative on 1/2/08. 01/03/2008 Verizon has fixed the problem and customer has tested successfully.
62	12/28/07	Communication Assistant verified the first number but not the second number. Said Communication Assistant didn't respond to his question. Communication Assistant could not understand customer.	12/28/07	Team Leader spoke with Communication Assistant and reminded her to call a supervisor for help if she does not understand the caller.

63	12/27/07	Voice Carry Over customer got agent on line. The customer provided the calling to number and then the agent asked for the number. His customer note states to verify the number prior to placing the call. Voice Carry Over stated that the agent did not repeat the number and the line got disconnected. Apologized for the inconvenience and assured the customer that this complaint will be forwarded to the agent's direct supervisor. Follow up on this matter via email.	12/27/07	The agent does remember the call and stated her computer froze which does not allow her to type a response to the customer. The supervisor was notified of the situation. emailed customer a follow up letter.
64	12/22/07	Operator dialed out without verifying dial to number. Customer notes state to verify phone numbers before dialing. Then after "Still Ringing GA" caller speaking to operator and the operator responded "Who are you talking to" and then typed "Call being disconnected due to no response". Would not respond to Voice Carry Over. Team Leader apologized.	12/22/07	The operator does not remember the call. Coached agent on being polite, professional and courteous at all times. I also explained to the agent at no time should a call be disconnected. Read and follow all customer notes before processing the call.
65	12/12/07	Customer reports operator sounded rude. When pacing told customer " Hold on. I'll have to get everything verbatim" in a rude tone. Customer states she lost her train of thought because of it. Apologized to customer and let her know the Operator will be coached. Customer satisfied.	12/12/07	Spoke with agent and she stated that she normally does not say "HOLD ON" when pacing customers. She said she uses the phrase "ONE MOMENT PLEASE". If she did say HOLD ON she said it might of been out of frustration after trying to pace the customer to no avail. Instructed agent if agent has tried 3 times to pace person and they still won't slow down then they need to inform the caller that they are unable to type verbatim because of person talking too fast. This way they can leave it up to the other user to ask the person to slow down.
66	12/12/07	Agent did not verify the calling to number before dialing out. Customer would like a follow up via email.	12/12/07	Coached agent on reading and following customer notes before processing the customers call. Emailed customer a follow up email.

67	12/11/07	TTY customer cannot reach relay via 711. Apologized for the problem and opened Trouble Ticket. Caller would like follow up from program manager.	12/11/07	Technician could not reproduce the problem, the test calls worked fine. Attempted to reach the customer, no answer, no answering machine.
68	12/10/07	I called New York Relay. I got Communication Assistant xxxx on the line. I had an emergency, he did not follow my instructions. I told him I wanted to talk to his supervisor. He went and got Supervisor yyyy, who was absolutely excellent. We began the call again, he still did not follow my instructions. I ended up finally being able to report this car as stolen. I was so aggravated by this Communication Assistant's silence after several times I said GA during these long calls that I asked to speak to Supervisor yyyy again, but got Supervisor zzzz instead, who was equally clueless and not helpful. They simply did not follow my instructions. I could not report my car as missing for over an hour.	12/10/07	Operator was coached and given a thorough review of Voice Carry Over call processing and also reminded about the importance of following the customer's instructions, keeping the caller informed at all times and being responsive and focused during each and every call. A review was also done on call processing procedures for recordings. A follow up email was sent to the customer per her request.
69	12/05/07	Customer states that she cannot reach the New York relay service when dialing the Voice Carry Over Dedicated line number. She can get through on the old TTY number. But she has to try 4 or 5 times to finally get through on the Voice Carry Over line. Relay Customer Service response: Apologized but noticed records that this problem happened back in September. Suggested she may not have the correct number programmed into her phone or lightning may have knocked out the programming. Did rebrand the line (it already WAS showing as Voice Carry Over). Suggested she check the number that is programmed to make sure it is working correctly. Opened Trouble Ticket. No call back requested.	01/09/08	Technician reports that this problem was solved. If customer calls again, please do verify that the correct Voice Carry Over number is in her telephone.
70	12/03/07	Customer needed voice-mail retrieval and is unhappy with the amount of time it took. Operator was unable to process the call and seemed confused. Apologized to the customer and informed him the operator will be coached by the supervisor. Customer satisfied.	12/03/07	Operator stated she had never done voice mail retrieval before and mistakenly started to do an answering machine retrieval instead. When that didn't work she summoned a supervisor for assistance. There was a delay in getting a supervisor as the supervisor was very busy but she provided assistance to the operator to get the messages as quickly as they could. Operator was coached by the supervisor as to each step involved in doing a voice mail retrieval and was given the page out of the PRG to review.

71	12/03/07	Customer says there is garbling and long periods of nothing. Customer wants contact through New York Program Manager.	12/03/07	Supervisor witnessed that everything was fine at Relay's end of the call. Sent information to New York tech. Sent information to New York program manager. Program manager is sending a Relay Ambassador to assist customer. New York Relay Ambassador visited customer. There were no issues while Relay Ambassador was there. However, Ambassador left a replacement Voice Carry Over phone to see if that will make a difference. Relay Ambassador will follow up with customer to be sure all is well. Also demonstrated CapTel, and customer may check into that as well.
72	12/03/07	Captions Lag too far behind voice	12/03/07	Customer shared feedback regarding the captions lagging behind the voice. Customer Service Representative apologized for this incidence and thanked customer for the feedback. Customer was informed that specific follow up can be done with appropriate captioning service staff provided the date, time, Communication Assistant number of a specific call.
73	12/02/07	Operator did not pay attention to the number customer Gave. Required supervisor to acquire the correct number to dial. Customer wanted to leave a message on answering machine. Operator took control of the call and redialed seven times. Customer typed "hang up hang up GA" and nothing happened. Operator does not pay attention to their screen.	12/02/07	Spoke with agent. Agent states the customer kept going back and forth between Voice Carry Over and TTY and every time the Communication Assistant indicated "GA" for the Voice Carry Over person to leave a message, customer would type hang up.

74	12/02/07	Operator did not pay attention when the customer Gave the number. Customer had to repeat the number 3 times. Operator did not keep the customer informed that they were holding. (Recording playing) sent, then there was 2 minutes of dead air. This happened a total of three times before holding macro was sent. Customer pressed the space bar several times and typed "hang up hang up GA," nothing happened. Customer repeated this step and nothing happened. Operator does not pay attention to their screen.	12/02/07	Agent coached on proper procedures. No follow up requested.
75	11/30/07	Operator did not type out name of company per customer notes. Didn't keep Voice Carry Over user informed.	11/30/07	Team Leader met with Communication Assistant and reminded them to always look for customer notes and follow them.
76	11/30/07	Customer notes requested company name to be typed to them if it is a recording. Communication Assistant could not understand company name, did not type it and did not inform customer that she did not understand.	11/30/07	Team Leader met with Communication Assistant and reminded them to read the customer notes and follow them. If a recording is not understood, they must let the caller know that the recording was unclear.
77	11/30/07	The Voice Carry Over customer was upset that he found out that he does not have note being displayed and wants this resolved ASAP. Stated that he had had problem of his notes disappearing. Apologized for the inconvenience and assured that this will be forwarded to appropriate personnel. Follow-up via email.	11/30/07	Relay Program Manager e mailed customer as requested to make sure that problem has been fixed.

78	11/30/07	Customer stated that the operator took too long to make the call. When asked who to call, the operator would not exit the frequently dialed list and dialed the incorrect number. The operator did not verify the number with the caller. When the customer then asked for a supervisor, he was told that there was not one available. The customer would like follow up via e-mail.	11/30/07	Coached agent on proper procedures E mailed customer a follow up letter.
79	11/27/07	Voice Carry Over customer complained that Communication Assistant messed up call and didn't follow instructions of Voice Carry Over customer. Assistant supervisor told customer appropriate people would be notified.	11/27/07	Met with Communication Assistant. Communication Assistant was following procedures when asking customer to repeat verbal instructions.
80	11/27/07	Voice Carry Over customer said that the number the Communication Assistant dialed reached a recording saying that the number cannot be connected. Customer said that he has called that number before and it has gone through. No follow up requested.	11/27/07	Followed up with this agent regarding these issues. Agent explained that she placed the call and then a billing code window came up (it was an 888 number). She then proceeded with a local override per assistant supervisor's instruction. reached an recording stating that the call can to completed as dialed. Agent was then instructed to attempt the regional 800 procedure and reached the same recording. Agent followed proper procedure and relayed such.

81	11/27/07	Customer typed instructions to the operator and then "GA". Customer noticed a "busy signal" and believes the operator hung up on them because there was no communication at all from the operator after the instructions and "GA" were typed. Customer would like follow up.	11/27/07	Team Leader met with Communication Assistant and reviewed disconnect policy. Letter sent to customer by Team Leader. A copy of the letter was sent after learning customer did not receive the first copy.
82	11/26/07	TTY user complains he was billed by Sprint for LD calls when using New York Relay. Apologized, explained LD calls will default to Sprint LD if carrier is not selected, established Customer Profile per customer's information and offered to credit charges. Customer does not want follow up.	11/26/07	Customer profile has been updated.
83	11/26/07	Disconnect/Reconnect during calls	11/26/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

84	11/22/07	Customer gave number to Communication Assistant, verified per customer notes. Customer changed the area code and said the Communication Assistant didn't re-verify the number.	11/22/07	Team Leader met with Communication Assistant and Communication Assistant remembers this call and did not realize she had to re-verify the number. Communication Assistant understands this now.
85	11/16/07	Turbo TTY user received garbled messages and requested the operator to repeat the transmission. The operator did not honor the customer's request. Apologized for the inconvenience and advised customer this will be forwarded to the handling call center.	11/16/07	The agent does not remember this particular call. The supervisor reviewed procedures with the agent regarding garbling. The supervisor also reminded the agent to repeat information to the customer when requested. The agent understands. No follow up required.
86	11/14/07	New York Voice Carry Over user is branded and noted as Voice Carry Over, complains agent kept repeating "number dialing please," and she had to repeat, and then the agent hung up. Apologized, provided dedicated Voice Carry Over users number to use rather than the voice/hearing number or 711. I also explained the benefit of using Voice Carry Over number and let her know I would inform the supervisor of the issue. No contact wanted.	11/14/07	Agent remembered this call, as it had come in on the wrong line and agent was unable to connect it to the correct line. Coached agent to complete Trouble Ticket when situations like this occur.

87	11/13/07	The Voice Carry Over customer stated in the middle of the conversation the Voice Carry Over instructed the agent that he will be typing out words [because the voice person did not understand] however he could not received any texts from the agent. after several prompts, he finally got a typed text from the agent that the person has hung up. He then requested a supervisor and he then was disconnected. Apologized to the customer for the inconvenience and assured the customer that this agent will be followed up and that he would received a follow up from the agent's supervisor. Wants a follow up via email.	11/13/07	Agent recalls this situation. Voice Carry Over person wanted to switch to TTY in middle of call so agent switched call type to TTY. After outbound person hung up, Voice Carry Over person wanted to switch from TTY back to Voice Carry Over call type but agent was not able to technically do this. Agent typed an apology that she was not able to switch the system back to Voice Carry Over but never got a response. After an appropriate amount of time without a response from Voice Carry Over person, agent typed to him that there was no response so hanging up. Followed up with customer via email.
88	11/07/07	Answering machine message retrieval	11/08/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up.
89	11/06/07	Accuracy of captions	11/06/07	Customer shared feedback regarding captions on some calls. Customer Service Representative thanked customer for the feedback and explained how captions are generated via voice recognition. Customer Service Representative suggested if the customer would like to document the date, time, Communication Assistant number for a specific call, we can follow up with that captionist's supervisor and meet with the captionist to monitor quality or assess if further training is needed.

90	11/05/07	New York Voice Carry Over customer stated that this agent did not read his customer notes first because in his notes it states to verify the phone number first before outdialing. He is upset and wants this agent to be coached.	11/05/07	Agent was coached by team leader to be sure to read customer notes.
91	11/04/07	Voice Carry Over customer said the agent did not read his notes and did not verify the outdial number before proceeding as his notes instructed. Apologized and told him this would be forwarded to appropriate supervisor for follow up. No follow up requested.	11/04/07	Agent was spoken to about this complaint. The agent does not remember the call. The supervisor reviewed call procedures with the agent and stressed the importance of following customer instructions. The agent understands. No follow up requested.
92	11/02/07	Accuracy of captions	11/02/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up.

93	10/29/07	Voice Carry Over stated that the operator asked him for the number to dial twice and he said it both times but the operator never seemed to get it. He then called the operator "stupid" and the operator typed, "Don't talk to me that way. I'm disconnecting now" and then the operator hung up. Apologized to the customer for the disconnect. Informed the customer that this would be forwarded to the appropriate supervisor. No follow up requested.	10/29/07	Met with Communication Assistant. Communication Assistant remembers call. Call came in on Voice Carry Over line and Communication Assistant had no response. Communication Assistant asked for number to call and Voice Carry Over user said soooo GA. Communication Assistant asked again and Voice Carry Over user said sooooo GA. Then Voice Carry Over user started typing and Communication Assistant switched to TTY line and Voice Carry Over user refused to give number, calling the Communication Assistant stupid. Communication Assistant asked for number to dial and Voice Carry Over user hung up. Communication Assistant denies telling the Customer to not talk that way and denies hanging up on customer. Says Customer hung up first.
94	10/25/07	New York Voice Carry Over customer states the relay operator did not follow his notes by verifying the calling to number. Customer said it happened on two calls. Customer Service apologized to the customer. Customer would like follow up.	10/25/07	Communication Assistant was spoken to regarding this call and email was sent.
95	10/24/07	Technical - General	10/24/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.

96	10/19/07	New York Voice Carry Over customers notes state to verify the number before dialing out. The Communication Assistant did not verify the number, then when the customer questioned the Communication Assistant the Communication Assistant asked the customer if they would like to speak to their supervisor. When the customer said yes the Communication Assistant transferred the customer to customer service instead. Customer Service apologized to the customer. Customer would like a follow up via email.	10/19/07	Operator was coached about the importance of reading customer notes and listening to the customer's specific requests. It was explained to him that if a customer wants a supervisor to ask for one to come over, don't transfer to customer service. Operator stated he fully understands what is expected of him from this point forward. A follow up of the results of this discussion was emailed to the customer.
97	10/19/07	Voice Carry Over customer no longer receiving Caller ID via New York Relay from local calls. Trouble Ticket opened.	10/24/07	Technician has rebooted equipment, and has attempted to contact customer. Unable to reach customer but it appears that the problem should be solved per test calls from technician.
98	10/15/07	Accuracy of captions	10/15/07	Customer shared a generalized statement about the accuracy of their calls. Customer Service Representative thanked the customer for the feedback and suggested customer document the date, time, Communication Assistant number so that we can follow up with specific Communication Assistants and their supervisor. Customer unfortunately did not have specifics, but was encouraged to share future incidences.

99	10/10/07	Voice Carry Over user said agent did not follow his customer notes of verifying the number to dial before dialing out. Apologized and told the customer this would be passed along to the agent's supervisor. No follow up requested.	10/10/07	Team Leader met with agent. Agent does not remember the call but was coached on the importance of reading customer notes and following customer instructions. Agent understands.
100	10/10/07	Customer states she is unable to connect to the New York Relay when dialing 711. The toll free number wasn't a problem. Apologized for the inconvenience. Trouble Ticket was opened. No follow up.	10/10/07	Relay Program Manager worked with technician and Auxiliary Relay Service. This is a translation issue at the PBX site. Unable to recreate problem. Left follow up phone numbers if further assistance is needed.
101	10/08/07	Technical - General	10/08/07	CapTel Technician determined the issue was with routing of 800 number in non-CapTel state calling into CapTel in another state. The routing issue was resolved. Customer was satisfied.

102	10/02/07	Customer wanted agent to dial a number and ask for Dell phone number. Before dialing out the customer wanted agent to verify what company they were going to ask for, but agent said they "can't do that" Dialed out and got info for customer but customer was angry and yelling that instructions were not followed. Said agent disconnected caller because didn't appreciate yelling. No follow up required	10/02/07	Team Leader spoke with Communication Assistant and stated under no circumstances were they to disconnect any caller! Instructed Communication Assistant to call Team Leader for assistance so if call needed to be disconnected they could do it and log it.
103	10/01/07	Billing - General	10/01/07	Discussed billing and took appropriate action.
104	09/26/07	New York Voice Carry Over complains she has to call back 4 or 5 times using different numbers to get an answer from New York Relay Services. Customer upset agents ask her to repeat herself. Apologized, explained using the dedicated Voice Carry Over number is best, as fluctuating between the different relay number's may generate a system search delaying her connection to the operator. Let her know I would inform the technicians for researching the issue. Entered Trouble Ticket. Customer does not want contact.	09/26/07	Technician verified customer is branded Voice Carry Over, calling Voice Carry Over number should be answered correctly. Test call worked OK to test position. Unable to reproduce the problem. Customer Service advised customer to continue using Voice Carry Over number and contact us if any further issues.
105	09/25/07	Accuracy of captions	09/25/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. In follow up* customer noted captions were good. Customer satisfied.

106	09/25/07	Technical - General	09/25/07	Customer received a busy signal when trying to use a calling card dialed via an 800 number. Upon researching the matter, it was learned the 800 number was not designated to allow relay calls. Administrator of the card stated they were not willing to change the line configuration for the 800 number. Calling card provider had no alternative to offer. Customer was advised to consider use of an alternate calling card as an interim solution. Tech support is reviewing possible long term solution.
107	09/25/07	Accuracy of captions	09/25/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. In follow up, customer noted captions were good. Customer satisfied.
108	09/24/07	New York Voice Carry Over customer states they are not receiving inbound callers number on their caller ID when they call through relay. If the caller calls without relay they do receive the number. Customer Service apologized to the customer and turned in a Trouble Ticket. Customer does not need follow up.	09/24/07	Technician restarted/rebooted equipment. Problem should not persist.

109	09/24/07	Customer states that he cannot call his daughter as the agent gets a recorded message that his calls are blocked. Relay Customer Service response: Apologized for the problem and assured that a Trouble Ticket would be sent in as stated. Call back requested when the problem is fixed.	10/01/07	Technician restarted/rebooted equipment. Problem should be fixed. Relay Program Manager called customer 3 times, but there was no answer and no answering machine.
110	09/24/07	Accuracy of captions	09/24/07	Customer shared feedback regarding accuracy of captions with external answering machine. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up. Also advised customer how to maximize sound quality for captionist.
111	09/24/07	Captions Lag too far behind voice	09/24/07	Customer shared feedback regarding captioning speed. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up. Educated customer on why some calls may lag given content of conversation and what customer can do to take control of the call by asking caller to slow down and annunciate.

112	09/21/07	Accuracy of captions	09/21/07	Customer indicated experiencing garbled and inaccurate captions. Suggested that customer identify specific examples (with dates and times) of the questionable captions for further investigation. No detail for follow up measures has been provided to customer service.
113	09/21/07	Technical - General	09/21/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.
114	09/20/07	New York Voice Carry Over customer is receiving "unidentified caller" on their caller ID when person calls them through relay. Customer gets number on their caller ID when person calls them directly. Customer Service apologized to the customer. No follow up needed.	09/20/07	Technician rebooted the system. Caller ID should work now. No contact required.

115	09/17/07	Customer states she asked the operator to repeat something that was typed last and operator said he didn't have the information. Apologized to the customer and informed her the operator will be coached. Customer satisfied and does not request a call back.	09/17/07	Had a discussion with the operator who remembered the customer asking for something to be repeated, but it was something that was not part of the last statement that the voice person had said and it was also previously acknowledged with a response. The operator would have been breaking transparency if he had complied with the customer's request.
116	09/17/07	New York Voice Carry Over customer states that she requested the agent to hold for a moment and when she returned the agent had hung up on her. Apologized to customer. No follow up requested.	09/20/07	Spoke to agent. Agent does not remember but does understand that after 3 minutes if no one responds the agent will notify the customer that the agent needs a number to dial if no response after 2 attempts then the agent is allowed to disconnect.
117	09/14/07	Technical - General	09/14/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.

118	09/05/07	Hearing Carry Over customer states that she still cannot hear the agents or her voice caller or recorded messages clearly when making relay calls. She has asked for this many times. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested when the problem is fixed. Trouble Ticket sent in.	10/01/07	Technician tested this again and the volume is lower when operator is leaving message. Technician will call customer back and let her know this. He has attempted to reach customer 3 times. No answer.
119	09/05/07	Accuracy of captions	09/05/07	Customer shared feedback regarding incorrect word appearing in captions. Customer Service Representative explained captioning procedure and why errors may occur. Apologized for incident and thanked customer for the feedback. Suggested customer document the date, time, and Communication Assistant number of any troublesome calls in the future.
120	09/01/07	Customer reports that both operators did not place his/her calling card call correctly. States that upon trying to instruct the operators as to what to do, received no response from either one. Apologized to customer and informed her that the complaint would be forwarded to the agent's supervisor for immediate follow up. Customer satisfied and does not want a call back.	09/01/07	Team Leader met with agent. Agent remembered the call. She followed customer instructions using calling card. The line never rang, just went straight to recording saying something like "the party you are trying to reach is currently not available." Sounds as though agent did everything correctly, but we discussed proper call procedures and the importance of following customer instructions. Agent understands. Team Leader met with 2nd agent. Agent remembers the call. She said the exact same thing (independently) that the other agent said. The customer was using a calling card and the call went through but they got a recording that the person was not available. Customer said agents didn't dial correctly. Tried several times but got the same recording each time. Went over proper call procedures. Agent understands.

121	08/29/07	Operator did not follow instructions to verify the number first before out dialing and did not use the correct macro. Apologized to customer and informed him that the Operator will be coached. Customer was satisfied.	08/29/07	Operator was coached to always read and follow all customer instructions. Also reviewed correct macros for call closings. Operator very receptive to the feedback.
122	08/22/07	The operator had to ask for the number I wanted to call 5 times. She said I was speaking too fast and speaking before the "GA", but the current operator had no problems understanding my instructions. Operator didn't understand what press 0 mean and kept questioning me. She couldn't place the call and was incompetent. Apologized to the customer and told her the issues would be followed up with the operator.	08/22/07	Customer had provided a long list of complicated instructions and the Operator asked her to repeat and clarify some things. The customer became impatient. The operator was coached to get a supervisor for assistance right away when faced with this situation.
123	08/17/07	Disconnect/Reconnect during calls	08/17/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

124	08/17/07	Echo Sounds - CapTel user hears	08/17/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.
125	08/13/07	Customer has database notes to verify all numbers before dialing out on calls. The operator asked customer to repeat the number and then she did not verify the number to the customer. Apologized to the customer and let him know the operator will be coached right away. Customer satisfied and would like resolution of the matter sent to his email address.	08/13/07	The operator was coached to verify the phone number, even if she's positive she understood the number correctly after it was repeated. Operator was very apologetic and now has a thorough understanding of the customer's expectations. Resolution of the matter sent to customer by email, per his request.
126	08/13/07	Hearing Carry Over referred operator to her database notes and asked her to follow them. Agent dialed number and did not follow instructions. When Hearing Carry Over customer asked what happened, agent was rude to her and said she did what she was supposed to do but it didn't work. When Hearing Carry Over asked for supervisor agent said she is right here and said "I did my job right." Hearing Carry Over believes agent lied to her about supervisor and felt the answer was not professional. Apologized to the customer and assured her our goal is to provide excellent customer service and that the complaint would be looked into. Assured the customer that a follow up would be performed. Requests follow up.	08/13/07	Operator does remember the call and did have a supervisor come over to assist. According to what supervisor observed the operator did everything correctly. Attempted to contact customer four times and did not get an answer.

127	08/13/07	A New York Voice Carry Over customer called to complain that she has had several problems with the relay service lately, including delays in reaching relay operators, and most recently, trouble leaving messages on her son's answering machine, which disconnects when the agent redials to let her leave a message. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	08/13/07	Technician attempted to contact customer 3 times. Unable to reach customer. Trouble ticket closed.
128	08/09/07	A New York Speech to Speech customer called to complain that the agent was "really nasty," and "rude." Apologized for inconvenience. No follow up requested.	08/15/07	Supervisor met with the Communication Assistant and she said she had a hard time hearing and understanding him so she asked him to repeat and he hung up.
129	08/06/07	Customer asked for a supervisor because he wanted to inform relay the operator did not follow instructions to verify the number before dialing, but after he asked for the supervisor the operator hung up on him. Apologized to the customer and informed him the operator will be coached as soon as possible on proper call procedures. Customer requests follow up via email.	08/06/07	Operator was coached to follow the customer's instructions. When questioned about operator possibly disconnecting the call the operator stated she remembered the customer yelling at her and hanging up. Operator was reminded to utilize supervisor assistance when necessary. Follow up email sent to the customer.
130	08/03/07	Operator did not follow customer notes. Voice Carry Over user was very upset and has stated he's seriously thinking about contacting a lawyer because of the problem.	08/03/07	Agent says that nothing has occurred recently that she can recall. The operator thinks it might be a Voice Carry Over call that she handled several weeks ago where she was having a lot of trouble understanding what the Voice Carry Over user was saying. The customer became impatient and annoyed and the agent notified the supervisor. The supervisor recalls this particular situation. Voice Carry Over user was upset because relay agents "keep dialing the wrong phone numbers." The supervisor took over the call and was able to successfully complete the call.

131	07/31/07	Customer Complaint: Caller reported that the Communication Assistant did not follow instruction notes to verify the number before dialing out. Customer Service Response: Apologized and told caller the report would be sent to the call center supervisor. No follow up requested.	07/31/07	Agent does not remember the call. Supervisor went over procedures with the agent and explained to always follow customers instructions.
132	07/30/07	Customer states that she was calling to Directory Assistance and gave the agent all the necessary information for what was needed. Agent dialed the number to Directory Assistance and then asked what to tell the operator. I had to give the information twice. The agent finally gave me the number. The customer asked the agent why she had to give the information twice and then the call disconnected. Customer believes the agent hung up on her. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	08/03/07	Agent states she dialed as instructed, typed how the operator answered the phone (Welcome to Directory Assistance. How may I help you Q) and began relaying callers information while sending the (Relaying your info) macro. Agent states the customer interrupted and began answering the questions. Agent said she assumed the customer changed their mind and so relayed what the caller typed. Agent followed correct procedure. Agent denies disconnecting customer, but was coached on the consequences of disconnecting customers.
133	07/24/07	Cut off in middle of conversation. Slow typing and poor spelling.	07/24/07	Team Leader spoke with Communication Assistant and agent said that the outbound hung up and he tried to explain this to the TTY caller but they insisted the Communication Assistant was the one who disconnected. Team Leader reminded Communication Assistant to type at appropriate speed and to spell words correctly.
134	07/24/07	Customer Complaint: Speech to Speech caller reported that the Communication Assistant was very rude and abrupt during his call. The Communication Assistant didn't seem to want to deal with the caller, seemed to have a poor attitude with the tone of their voice. Customer Service Response: Apologized for the issue and told him the report would be sent to the call center supervisor. He said he had spoken with a supervisor at the time of the call. No follow up requested.	07/24/07	Team Leader met with Communication Assistant and reminded her that she needs to try to "smile" when taking a call even when she may not feel like it. This Communication Assistant has kind of a gruff voice anyway so she needs to work a little harder to try to not sound rude, even when she doesn't intend to.

135	07/21/07	<p>Customer said operator refused to place a call for her when she said she was calling a specific mansion. Operator told her that "relay does not place calls to the Mansion".</p> <p>Customer states that she was trying to contact one of the secretaries so she could leave a message for someone at the mansion because she was calling from the airport and her flight was delayed. She wants the operator to realize that there is someone at the mansion who is deaf in case she gets her call again. Apologized to the customer and informed her the operator will be followed up with as soon as possible. Customer declined a call back and was satisfied.</p>	07/21/07	<p>Team Leader spoke with Communication Assistant and reminded her that we do place calls to the Mansion and she is not to refuse to make a call without approval from a Team Leader. If she is in doubt she should ask for a Team leader's assistance.</p>
136	07/17/07	<p>The call had finished and customer was asking the operator if the person received the message. She didn't relay anything back to me. Apologized to the customer and told her the operator will be pulled for a discussion to discuss correct procedures. Customer satisfied and does not want a call back.</p>	07/17/07	<p>Operator was pulled for a discussion and answering machine procedures were fully reviewed as well as procedures regarding responding to customers questions and providing excellent customer service.</p>
137	07/14/07	<p>Operator verified phone number first time per customer notes but misheard it. When customer gave the number again operator did not verify it. Then she asked him if he wanted to hold for a live person, but his notes say to get a live rep, so there is no need to ask. Thanked customer for letting us know about the situation and apologized for any inconvenience. Informed customer that the operator will be coached and improvement expected. Customer satisfied with this and does not request a follow up call.</p>	07/14/07	<p>Had a discussion with the operator and reminded her to verify the number every time even if she knows she understood it correctly. Reminded operator to read customer notes so that customers instructions are followed and that excellent customer service is assured.</p>

138	07/12/07	New York Voice customer said when she placed a call through the relay yesterday the Communication Assistant was rude and impatient. She explained that when she asked him to hold for a sec while she collected her thoughts "The Communication Assistant acted childish huffing and puffing like he was being put out". Complaint was received via fax from Auxiliary Relay Service. Does not state whether the customer wants follow up or not.	07/12/07	Operator stated she is always very careful in making sure there is no static or background noise interfering with the line. Procedures were reviewed about muting the microphone when needed so customer does not hear any throat clearing, coughing or other noises.
139	07/09/07	Service - General	07/09/07	Customer reports brief inability to call out. On Saturday 7/7/07 at approximately 1:00 pm the call center experienced a telephone network problem on outbound circuits preventing some calls from completing the outbound dial. The situation was resolved by 2:15. Overall service level was not affected. Apologized to customer for this incidence. We are working with the telephone network provider to determine the root cause of the situation. Customer re-tried call and was able to get a call through.
140	07/08/07	Customer could not connect to New York relay service. there was no dial tone on the line. customer received a message saying "No Direct Connection" when calling into the relay center. provided Verizon repair number and placed a test call to answering machine to make sure the line was working properly. the customer also had a very severe problem with garbling possibly related to a Turbo Code issue.	07/08/07	Issue has been forwarded to technician for follow up. Technician checked the line for trouble and found the number to be no longer in service.

141	07/06/07	A New York Voice Carry Over user called to complain that agent did not follow her instructions on the call to leave a message on voice mail the first time. Apologized for the problem. Customer did not request follow up.	07/06/07	Communication Assistant does not remember a call like this. Coached on importance of reading customer notes as well as any typed instructions from the customer before dialing out to assure that we are following customer's instructions.
142	07/06/07	Customer states in writing that she was treated rudely by the New York operator and supervisor. In her attempt to make a call the Relay operator was "curt and offensive." The supervisor was "insensitive and needlessly hurtful to an elderly woman." Apologized. Follow up requested.	07/06/07	Supervisor was questioned about the situation and remembered it clearly. The voice caller was trying to call her mother and neither party was deaf or hard of hearing so supervisor was trying to explain that she could call her mother directly and that possibly she dialed relay in error. Customer would not listen and became very irate and demanded that the call be put through to her mother. Supervisor had to apologize and repeat many times that unfortunately this was not possible as neither party was deaf or hard of hearing. Customer would not calm down and became more and more upset. Follow up to the customer was emailed per customer's request.
143	07/06/07	The voice of the Voice Carry Over customer could not be heard on a Relay call with the program manager. Trouble Ticket was opened. Follow up requested.	07/06/07	07/11/2007 10:52 - Technician had not heard back from customer. Technician called several times, and left a message with customer's husband. Closed ticket as customer unavailable.

144	07/02/07	Customer said the operator did not read the number back to the caller before outdialing, as was instructed. Apologized to the customer and let him know the operator will be pulled for a discussion. Customer satisfied and does not request a call back.	07/02/07	The situation was reviewed with the operator and she did confirm the number with the customer. The first time the operator misunderstood what the customer said, so typed the number back to the Voice Carry Over user and asked if the number was correct. He said no and corrected the operator. After getting the correct number the operator outdialed. The operator did not re-verify a second time because the correction was already given by the Voice Carry Over user so the operator just processed the call.
145	06/29/07	Service - General	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.
146	06/28/07	Disconnect/Reconnect during calls	06/28/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.

147	06/27/07	Voice Carry Over customer call into relay and got agent. Calling to number was provided and then the customer felt he was left "hanging" with no response from the agent. Then the call was disconnected. Customer felt that he has been experiencing several calls similar to this and felt that training issue could be an issue. Apologized to the customer and assured him that this agent will be followed up and that the training issue will be addressed. no follow up necessary.	06/27/07	Followed up with this agent. Agent stated that this never happened. He recalled one call that was placed and then there was no response from the Voice Carry Over customer so he proceed with the disconnection procedure.
148	06/26/07	Hearing Carry Over customer experiencing volume problems via Relay and cannot hear conversation as Hearing Carry Over user for past two days (advised Trouble Ticket and complaint would be entered) Customer requests contact ASAP	07/01/07	Technician tried to reach customer more than 3 times but was unable to.
149	06/25/07	Customer was upset because his customer notes instruct agents to not play recordings. The agent did type out an answering machine. Customer said that the agents have been consistently ignoring his notes. Customer did not want to provide us with his follow up information.	06/25/07	There are two types of customer notes regarding this the typing of recordings. One is: "Do not type ans mach." Another is: "Do not type recordings." Yet another one states "do not type ans mach/recordings." The agent heard an ans mach, not a recording, and thought it needed to be relayed. Customer should have notes updated to show that the customer does not want ans mach/recordings typed. Non Agent Error

150	06/25/07	New York Voice Carry Over customer says for the last week when she calls New York Relay operators are hanging up on her at least once a day.	06/25/07	Attributed to general agents. Center Manager was notified regarding this issue.
151	06/25/07	Billing - General	06/25/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.
152	06/22/07	Customer stated agent laughed when answering the call and was also told he was disconnecting.	06/22/07	Spoke with the supervisor who assisted this agent on the call and was told the agent did not laugh. Customer's phone line was cutting in and out making it difficult to hear what was being said. Followed up with customer and apologized for what happened with previous agent disconnecting at midnight. Also spoke about supervisor assisting on the call and technical issues that may have occurred.

153	06/20/07	Speech to Speech customer says this operator considered him speech impaired and the customer did not agree with that. He should be referred to as speech disabled. Unable to hear customer lots of times and has to scream at customer. Customer requests follow up	06/29/07	Supervisor met with Communication Assistant and coached her on saying "Speech Disabled" and to wait for complete thought. Also coached Communication Assistant to wait for caller to stop talking before speaking. Supervisor called customer to discuss resolution.
154	06/19/07	Customer states that the operator hung up on her. Customer gave the operator the number to dial. The line rang, and then the call disconnected. Apologized to customer and informed that the operator's supervisor would be notified. Customer declined a follow up call.	06/19/07	Team Leader met with this agent and discussed the importance of not disconnecting calls. Agent understands.
155	06/11/07	Billing - General	06/11/07	Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

156	06/10/07	Customer was using a calling card. Agent did not inform customer of anything that was happening. Customer had to wait over 2 minutes before getting any typing from agent.	06/10/07	Apologized to customer and informed him that the supervisor would be in contact with the agent soon. Met with Communication Assistant and explained the steps and that each step should be told to the caller with macro's such as "entering info".
157	06/07/07	After the call was completed Voice Carry Over customer stated that agent did not adhere to his request to type rather than utilizing Voice Carry Over. Customer stated that the agent turned on the Voice Carry Over when he stated type. Also, the customer stated that the agent did not verify the number given prior placing the call per request. Apologized to the customer for inconvenience and assured the customer that this agent will be coached on proper procedure. No follow up requested.	06/07/07	Followed up with agent and agent thought that the dialing out macro including the calling to number in it would be sufficient verification. Agent was coached on proper procedure and now is aware that the instructions on the screen override the instructions in the Customer Notes.
158	06/07/07	Disconnect/Reconnect during calls	06/07/07	Customer reported a single call with repeated incidence of disconnect and reconnection during their captioned call. Reviewed with customer what may be causing disconnect / reconnect incidence to occur and requested customer monitor date and time of any future incidences and report them to Customer Service.

159	06/06/07	<p>Customer wanted person to person call to TTY user. When dialing a voice user answered and no TTY user was available. Customer was not able to complete the call to the voice user. Operator called this supervisor to assist the call. Customer states the supervisor was rude in handling the call and said the operator did nothing wrong on the call. Relay Customer Service response: Apologized for the problem. Assured that the complaint would be sent in as stated. Reiterated that voice to voice calls were not possible through relay. Did note that customer was very belligerent and did not want to hear that voice to voice calls couldn't be made through relay service. No call back requested.</p>	06/12/07	<p>Supervisor was assisting an operator with a customer who wanted to place a voice to voice call. Supervisor gained the pertinent information to gather that this was indeed the type of call the customer wanted. Supervisor informed the customer that voice to voice calls were not processed through relay and that they could dial the person directly. Customer became irate and demanded the call be processed through relay. Supervisor was not rude to the customer but had to be firm in expressing that this call type was not allowed.</p>
160	06/05/07	<p>Did not read customer notes. Notes said to confirm the number with the customer before dialing it. Apologized to the customer and told him we really appreciate the opportunity to assist him with his calls and let him know the operator would be coached. Customer happy with this and said he does not need to be called back about it.</p>	06/05/07	<p>Operator was immediately coached by the supervisor on duty. Reminded operator that part of providing excellent customer service is to respond to all of the customer's requests and that database notes must be read quickly and efficiently as soon as the call drops in.</p>
161	06/04/07	<p>TTY customer states relay did not listen to her. Customer told him not to explain relay to her boyfriend or not to announce relay either, then relay operator hung up on customer. Call happened on 6/2/2007. Customer requests follow up via phone call.</p>	06/12/07	<p>Operator is no longer employed with the company. Tried to contact customer 6/6, 6/8 and 6/11 with no success. There was no answer and no answering machine.</p>

162	06/01/07	New York Voice Carry Over customer states this agent did not follow instructions, did not keep her informed while waiting for line to ring and did not use calling card as requested on 2nd call placed, then hung up on her when she asked why these things were not being done. Relay Customer Service apologized to customer and thanked her for letting us know about this problem. No follow up requested.	06/01/07	Agent coached on proper procedures. No follow up requested.
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